

# **HONG KONG INTERNET REGISTRATION CORPORATION LIMITED**

Hong Kong Internet Registration Corporation Limited (HKIRC) is a non-profit and non-statutory corporation responsible for the overall administration of “.hk” domain name system, a critical internet infrastructure in Hong Kong. HKIRC is also responsible for the cooperation with local and international bodies on issues relating to the development and administration of internet domain name systems. We are looking for highly motivated, responsible, independent and proactive candidates for the post of:

**Title: Customer Relations and Operations Consultant (Customer Service Officer)**  
**(5-day work)**

## **JOB DESCRIPTION**

### **Responsibilities:**

- Responsible for day-to-day operations, including operational support, provide quality registration and domain related services to customers, service partners, registrars of domain name and members
- Handle enquiries and complaints mainly via hotline and email
- Assist in recruitment, accreditation, renewal of registrars and to monitor their quality and performance
- Assist to co-ordinate development projects with other departments
- Prepare reports in a timely manner
- Conduct User Acceptance Test (UAT) on systems for on-going system enhancement in timely schedule
- Handle ad hoc projects and other duties as assigned

### **Requirements:**

- Diploma or above with at least 3 years relevant experience in telecom or web hosting industry
- Experience working in domain name registration business is preferred
- Excellent communication and customer service skills
- Customer focus, be able to work under pressure and multi-tasking with good time management skill
- Responsive and be able to work with other team members
- Good command of written and spoken English and Chinese
- Fluency in Mandarin is preferable
- Proficient in using basic computer software and Chinese word processing
- Immediate available is an advantage

Attractive remuneration and fringe benefits will be offered to the right candidates. Interested parties please send Resume with Expected Salary (a must) to the Executive Officer at Unit 501, Level 5, Core C, Cyberport 3, 100 Cyberport Road, Hong Kong or email to: [recruit@hkirc.hk](mailto:recruit@hkirc.hk).

The employment agreement will be made with Hong Kong Domain Name registration Company Limited which is a wholly owned subsidiary of HKIRC. Welcome to visit our company web-site [www.hkirc.hk](http://www.hkirc.hk) for more information.

We are an equal opportunity employer. Personal data provided by job applicants will be used strictly in accordance with the company's notice to employees and prospective employees relating to the Personal Data (Privacy) Ordinance.